

Complaint From Public To Corporator Using Android Application

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Abstract- This Application will help the common man under the jurisdiction of a corporator to register their grievances about day to day problems in their ward through a mobile application. It will provide a common man to deliver his complaints and problems to corporator authority as well as let the corporator authorities to address the problem in a short period of time and application provides an interface to register complaints. It provides a camera module which help clicking up a picture of any problem that people are facing and upload its image along with the complaint. CPCA is mobile application it uses smart mobile phones of android platform. The objective is to develop user friendly application which provide interaction between public to corporator regarding to complaint, action and suggestion related to particular area. The complaint/suggestion given by people in the form of image and text will be post on corporator site. This application facilitate online residential certificate by providing or uploading aadhaar card image to corporator and the information of aadhaar card is recognized and captured using QR-code, Bar-code. we are also providing the emergency list (hospital, ambulance, police station, _re-brigade).

Keywords- QR-code, Bar-code, android, real time, word filtering algorithm, remote upload 2 level administration invitation code.

I. INTRODUCTION

The CPCA is mobile application. It uses smart mobile phones of android platform. The objective is to develop user friendly application which provide interaction between public and corporator. And the action and suggestion will be performed related to particular area. The complaint/suggestion given by people in the form of image and text will be post on corporator site. The application facilitate online residential certificate by providing or uploading aadhaar card image to corporator and this information of aadhaar card is recognized and captured using QR-code, Bar-code. And we are also providing the emergency list

- Hospital
- Ambulance
- Police station

- Fire-brigade.

Corporator services refers to basic services that ward expect the city to provide in exchange for the development. The available corporator services for any individual municipality will depend on location, history, geography [3]. There has been broad research in the area of e-services for municipal use. The idea is to understand the benefits, usability and utility of services that are provided by using latest and better technologies. By calling a contact center, where the complaint is registered by a call center agent by typing the complaint into electronic form which is then stored in a central database [4]. By filling online complaint registration form in Web portal from any computer connected to Internet, either from home/office/cyber cafe. In all the methods described above the complaint is stored in central database which is accessible to the particular ward to handle the complaints more efficiently. This makes the complaints more accessible. The status of the complaint is available to person who has placed the complaint through the portal to see 24x7 [1]. While all of these modes have been made available for the citizens to lodge complaints. But these modes of complaint registration system have poor active citizen participation because of the forum to register complaints [3]. The web portal and mobile has hand a large number of users though the usage of computers and mobile with Internet connectivity is very high in India [4].

II. LITERATURE REVIEW

A. Purpose of The Project

The main purpose of this project is to help the public in knowing their place details and getting their problems solved in online without going to the officer regularly until the problem is solved. By this system the public can save his time and eradicate corruption in government offices [4]. Its main purpose is to provide a smart and easy way through Android Application for Complaint registration and its Tracking and eradicating Bribing system and thus to prevent Corruption [5].

B. Existing System

Prajavani is an e-governance initiative by the combined efforts of District Administration and National Informatics Centre in Ranga Reddy (AP, India). The initiative is not only giving a practical shape to the Right to Information Act, but is also creating job opportunities for the educated and unemployed youth of Ranga Reddy [1]. Prajavani is a unique public private partnership program, which gives citizens an opportunity to interact with the government without coming to any government office. The Prajavani system not only gives citizens an avenue to track the progress on their grievance, but also provides the Collector an effective tool to monitor the performance of various departments. The National Informatics Centre (NIC) provided the necessary technical know-how for the project. The Project has been started as a pilot at Ranga Reddy district and is running successfully in Nalgonda & Adilabad [7].

C. Problems In Existing System

1. We have to install suitable fonts and software available in the website for using the system.
2. Fake problems can be entered and there is no possibility to verify before solving the problem.
3. No registration facility is provided and can post the problems directly.
3. Users can post their problems but cannot get the details regarding progress of their complaint.
4. This system doesn't have much popularity and is not user friendly.
5. A citizen can't give a suggestion for solving the problem in a better way
6. We are basically considered the actual scenario about the problems faced by the public.
7. When we compliant to corporator about any work he doesn't take any fast action.
8. In manual system the communication between corporator and common man doesn't exist.
9. In manual system we doesn't get record of how much work the corporator has done.
10. If we want residential certificate we have to go manually to corporator office.
11. In manual system some people get tired or they doesn't have that much time to compliant.
12. Anyone can take the residential certificate out the area.

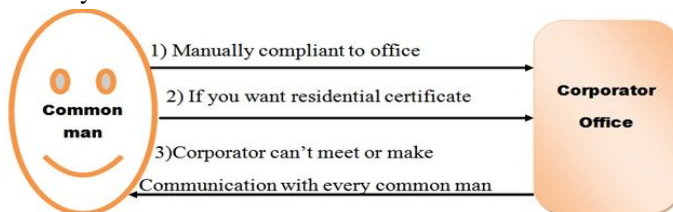


Figure 1 Existing System

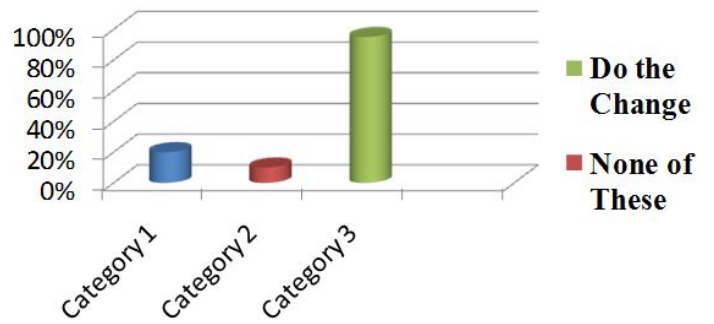


Figure 2 People's Review to the Existing System

There are 15-20%(category 1) people want manual corporator system, 90%(category 3) people want change (online system), and 5%(category 2) peoples want none of this systems.

III. SYSTEM ARCHITECTURE

The proposed mobile application interface emulates the functionality of the web portal based complaint filing system. The architecture of the system is shown in figure 3. The users use the mobile phone and do not need to access the web portal interface directly to file their complaint. The user runs the Application and can lodge complaint. Once all the information about complaint is entered by the user the application sends the information to server in a compatible format [as a HTTP (Hyper Text Transfer Protocol) request] to the server. Then the response from the server is fetched and is parsed to determine complaint number. The complaint number is then received by the user. This complaint number is then can be used by the user to generate the status of their complaint. But here the complaint is only registered when all the mandatory fields are filled.

1) System Description

Mobile Application will help the citizen of a municipal corporation to register their complaints about day to day problems in their ward through a mobile application. Mobile Application will provide a common man to deliver his complaints and problems to municipal authority as well as let Fig. Architecture of Proposed System the municipal authorities to address the issue as soon as possible. The application provides an interface to register one's complained and follow it up. The interface will be provided with camera module which help clicking up a picture of any generalized problem that people are facing and will upload this photo along with the complaint. It is a single point web and mobile based complaint management system. The system benefits the organization, employees and the citizen. One of the key features in is the provision for citizens /consumers /employee

to lodge complaints/grievances using their mobile phones with a software application specially designed to file complaints.

2) Problem Solving Approach

- 1) QR-code & Bar-code technique for residential certificate.
- 2) Bad words filtering algorithm.
- 3) Spamming Technique.
- 4) Remote upload of complaints.
- 5) 2 level administration invitation code for signup purpose.
- 6) Android application for efficiency i.e. getting the exact solution of the problem in the particular area.

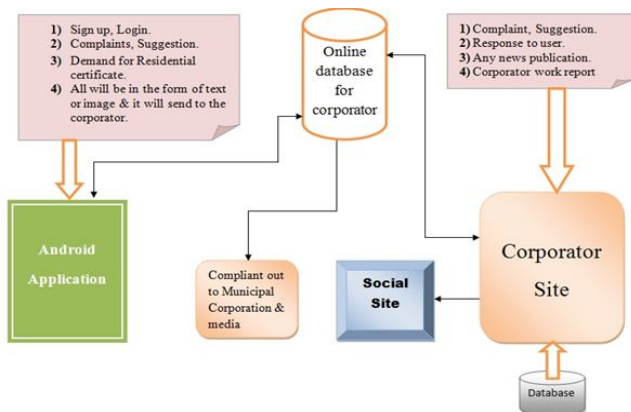


Figure 3 System Architecture



Figure 4 Login

This page done essential work for entering in system .This page contain two fields email id and the password .These two fields are necessary for authentication process, without this process authorize person cannot use our system. Authentication itself proves that the user enter in the system is authorize.

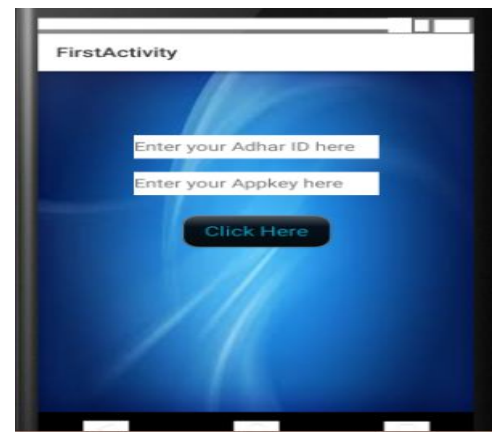


Figure 5 Sign Up

This is the first activity of our android app. On this page user can enter to the registration page by using his own aadhaar id and app key. The app key which user will enter on this page will be provided by corporator. Corporator is responsible for providing accurate app key to user. Provided app key is generated from random generator, this work done backgroundly after corporator submit user detail at admin panel. The entered addhaar id should be accurate and original if this constraint does not satisfied then system will not allow for further operations and the same constraint apply for app key.



Figure 6 Home Screen

Complaints:- In this tab the users are allow to complaint about problems which they are facing in their area .

Residential certificate:- In this tab users are allow to request for resident certificate. They have to use their addhaar card for resident certificate request,without addhaar number users cannot retrieve resident certificate .

My complaints:- This tab will able to sort the complaints among other complaints. The complaints enter by all users are

not displayed in this tab, only those complaints will be shown which were posted by the logged-in user.

Events:- The necessary information related to the user's area will be shown in this tab. The events and programs organized or arranged by the corporator will be listed here and the user will be notified about these events. The events are just like blood donation camps, social work, etc.

News and alerts :- This tab will notify the user about current news and alert messages belonging to their area.

Emergency:- This tab will help the user in his critical conditions. Because this tab will include the static list of hospital, fire brigade, police station, and ambulance phone numbers.

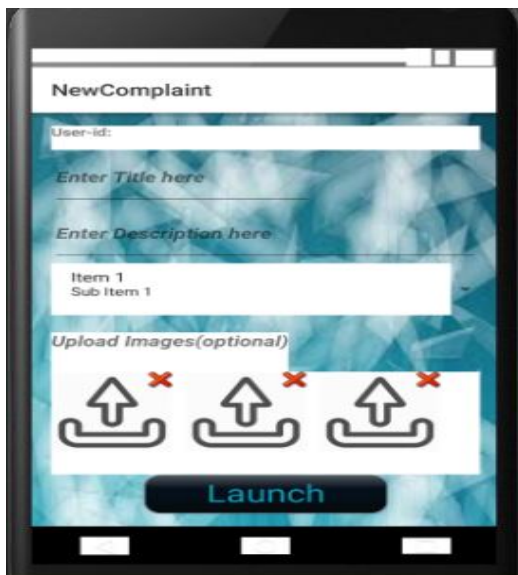


Figure 7 Complaint Registration

In this section, the user is actually going to post the complaints regarding the problems which they are facing. This page contains the attributes as follows: complaint title, complaint description, complaint type, images about the complaints. After submitting the complaint from our Android app, the corporator is able to watch it on his corporator panel. Here, we are neglecting to post videos about complaints; only images are allowed due to space problems or poor internet connections.



Figure 8 Request for resident certificate

In this section, dynamic things are the focus. Two buttons are highlighted: first is scanning of the Aadhaar card - here the user needs to scan the QR code or barcode printed on his Aadhaar card. After the scanning process, the Aadhaar number will be fetched by the system.

The other important button is 'Generate Certificate'. This will generate the residence certificate, and the certificate will be posted on the email ID. The important thing to notice is to enter the purpose of getting the residential certificate.

If the scanning process fails, then the user can enter the Aadhaar number manually.

IV. CONCLUSION

We learnt how the proposed system is better than the existing (manual) system. It is compatible to everyone; we will generate the residential certificate & unique-ID. Through the proposed system, the standard will be maintained to a particular area. This system will generate the awareness among the common man.

By this system, we will be able to contact the emergency list (hospital, ambulance, police station). By this system, people will have the work report of the corporator.

This system will make people get connected to the technology and automation of the proposed system. By this system, common man and the corporator will be able to communicate with each other.

Hence, using this system, everyone will be benefited.

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